

## MSC Admin Systems Update – CMC Spring 2019

### Unicode Conversion

From 28-29 January, the MSC's Symphony server was successfully migrated from our previous server supporting only ASCII characters to the new server supporting Unicode characters. To date, this project took 19.5 staff hours. CMC members are encouraged to view the Unicode consulting webinar if they have not already done so, in order to understand the subtle differences in the new environment. The password protected webinar is here: <https://vimeo.com/309935731> (open a help desk ticket for the password).

After reviewing the video CMC members may have recommendations for handling display of 880 tags in WorkFlows. Our default setting is to have the 880 unlinked from the 245 so that both fields display separately. If the CMC wishes to link the 880 and 245 in WorkFlows this can be done in FY2020. Please also refer to the Enterprise section for how these associated fields will display in the OPAC.

### OCLC Reclamation Project & Catalog Cleanup

MSC system administrators have been working with OCLC to schedule a reclamation project for the entire MSC's holdings in OCLC because we know that several libraries have inaccurate holdings represented in WorldCat. OCLC is allowing us to upload two files to their servers for the reclamation: one with bib records that contain OCLC Control Numbers (OCNs) on the 035 marc tag, and one without any OCNs. The entire database has about 920,000 bib records, when we exclude those local & brief records (ILL, Equipment, Project Gutenberg titles, kits, etc) that do not need to be sent to OCLC, we have about 902,000 bib records that need to have holdings affixed in WorldCat. Of those, we estimate that about +/-100,000 of them do not have an OCN in the 035, which is the match point that OCLC uses. Some of those 100,000 records have the OCN in the 001 and/or will have an ISBN in the 020.

The number of records needing to be cleaned up is substantial, but considerably smaller than the last estimate (which was based on OCNs as the local title control number) of 170,000 records. Our current estimate is much more accurate as it is based on the content of the 035 field itself. At the CMC's last meeting, we had wanted to make sure that volunteers cleaned up as many records lacking OCNs in the 035 as possible before the reclamation, but upon reflection and consideration of staff time, this is no longer what system administrators recommend.

Because the second file of 100,000 records will be sent to OCLC with the knowledge that these records do not contain OCNs in the 035, OCLC will match these records on other match points, such as the OCN in the 001 or ISBN in the 020. They will then fix these holdings in WorldCat and issue a cross-ref report. The cross-ref report will list the local record with the OCN it is now associated with in WorldCat. To reconcile these local records with the WorldCat holdings, all MSC catalogers would need to do would be to add the OCN from the cross-ref report to the 035 field in WorkFlows. This 035 could then be used as a match point to overlay the local record with the record as it is in WorldCat. Rather than cleaning up the records before the reclamation with time consuming searching and overlaying, volunteers could use the OCLC cross-ref report after the reclamation to enhance local records with the OCN. Adding OCNs in the 035 in WorkFlows will allow the title control matching rules in Smart Port to be more robust, preventing future duplicate records, allow for more seamless monthly discards, and decrease instances of WorldCat reporting inaccurate holdings.

Going forward, after the reclamation, system administrators are working to develop a discard procedure that will allow proper tracking of holdings in WorldCat for those libraries that continue to discard improperly. These changes should prevent the need for future MSC-wide reclamations and catalog cleanups.

MSC system administrators are able to initiate the reclamation with OCLC at any time, though staff project time does not allow the reclamation to occur until after the Spring Members meeting. Previously, we had been told that all MSC WorldCat holdings would be removed during the reclamation and reloaded leaving a gap where there were no holdings, but this is not the case. Current WorldCat holdings will not be disrupted in the process. System administrators would prefer to initiate the reclamation after training materials for new discard procedures can be made available to members. This timeline would involve the reclamation occurring in late May/early June and volunteer efforts to reconcile the cross-ref report would continue into the summer and fall.

### [Help Center & Knowledge Base \(NEW\)](#)

The Library Development Division (LDD) of the Montana State Library will release a new help center and knowledge base platform. Libraries will be able to create accounts to track current and past tickets with the MSC and other LDD departments (Consulting, ASPeN, Montana Memory Project, MontanaLibrary2Go, Montana Courier Alliance, OCLC group services). The help center is context sensitive and will suggest knowledge base articles based on ticket subjects and departments.

In addition to being more user friendly, the new help center will allow the MSC and LDD to better track statistics about the questions we answer, including topics and time to completion across organizations, library types, and Federations.

We will do a soft launch on March 1 and will redirect users of the current help desk using an automated response. The knowledge base is an ongoing project, and new articles will be added as questions arise and time allows for reformatting.

### [New Libraries](#)

The Medicine Spring Library went live in the MSC in November of 2018. Aaron has many items that need original cataloging. At the final BFCC load, 9,110 bibs were marked with an Item Cat 5 of Review. These are items that did not find a match in the MSC and need to be evaluated by BFCC staff for attachment rules.

The Lewis & Clark Library and branches will go live in the MSC on May 8<sup>th</sup>. Their test load has already occurred and let us know that of their ~135,000 bib records roughly 54,000 will not match on OCN, ISBN, ISSN or LCCN. Most of their collection is popular materials and will have a match in the catalog based on our attachment rules. Those 54,000 records will be flagged with an Item Cat 5 of REVIEW for their staff to clean up after migration. LEWIS will not be included in our OCLC reclamation, as they have been locally adding OCLC holdings.

### [Enterprise Update](#)

The MSC will invite a small group of libraries to pilot online fine payments via My Account in Enterprise. If the pilot is successful, the MSC will introduce fine payment as a free "opt-in" service beginning this summer. The system administrators are drafting documentation which will include a statement regarding library and technician responsibilities.

Both tab display and responsive design have been delayed due to the development roadmap. Tabs were installed on our system, but the functionality takes a considerable amount of time to load, which results in an unsatisfactory user experience. After working with a senior consultant at SirsiDynix to resolve the lag time, we decided to remove the widget until the development team has had time to improve its performance.

Similarly, responsive design continues to be on our radar but behind on production. SirsiDynix pushed back their release date until late spring. After release of 5.0.1, we will evaluate the update on our test server before installing on production.

System administrators continue to track Enterprise usage statistics via Google Analytics. We are presently working with consultants at SirsiDynix to import our GA data into BLUEcloud Analytics so that libraries can generate OPAC reports on demand.

Enterprise can now display Unicode characters, where present, in mapped fields. At the CMC's request, we can include new maps to support 880 tags in both search and display. For example, we can add 880 tags to the Marc maps for title and author to allow users to search for title using their native language. We can also display the 880, where available, on the results list or detail display. We can apply a custom label for the field (i.e. Associated Script Title, Associated Script Author, etc.).

## Acquisitions Pilot Project Update to Content Management Committee

The Acquisitions Pilot libraries last met on 5 November to approve the Acquisitions Pilot Policy Decisions (see below). These Policy Decisions were recommended by MSC admin as a solution to the divergent policies in place at all the libraries then participating in the pilot (Bozeman, Drummond, Imaginelf, Miles City Public, Missoula Public, Sheridan County, Sidney-Richland, and the State Law Library) to take into account the shelving, circulation and statistical needs of the libraries and their patrons. The participating libraries excepted the Acquisitions Policy Decisions.

Libraries wishing MSC system administrators to configure and/or maintain their acquisitions with pre-processing will need to conform their policies (Home Locations, Item Types, Item Categories 1-5, Fund codes, and Vendor codes) with the Policy Decisions. Libraries that chose to opt out of the Policy Decisions will need to contract with SirsiDynix for configuration and maintenance of their pre-processing.

In order to go live with pre-processing in early 2019, Missoula Public began working with system administrators to map API changes and configure holding codes. Their go live in pre-processing will be the week of 11 March. Imaginelf libraries will have their policies conformed to the Policy Decisions using API and changes to their holding codes in advance of the fiscal year turn over, exact date to be determined.

Other Pilot libraries wishing to conform to the Policy Decisions can request API changes at any time after the Imaginelf changes, system administrators would be able to begin work after the start of FY2020. Pilot libraries not implementing pre-processing are not obligated to request that their policies be conformed to the Policy Decisions, but they may opt in if they would like to use the new policies.

The Acquisitions Pilot Policy Decisions will be made available to members as part of the Spring Meeting MSC staff update and will be posted on the MSC website. Any non-pilot libraries that would like to use the Policy Decisions, regardless of their implementation of pre-processing, will also be able to request that their policies be conformed.

Despite the Item Type differences between the Policy Decisions and the [Sharing Group Rules](#), the Policy Decisions are compatible with sharing group configuration. The Policy Decisions will also be compatible with and should enhance the accuracy of, the Public library statistics that system administrators generate on behalf of MSC Public libraries each year. The Policy Decisions are also intended for use by libraries shelving in Dewey, LC, or genrefied shelving.

In January, the Bozeman Public Library dropped out of the group after deciding that the pilot was not a good fit for their needs at this time.

Since the Fall members meeting this project has taken 15 staff hours and is projected to take at least twice that before the end of the fiscal year.

### Acquisitions Pilot Policy Decisions

WorkFlows Policy Type	Current/Proposed Name	Scope of use
Item Type	7DAY	Holdable, shareable items that circ for 7 days [Circ]

Item Type	14DAY	Holdable, shareable items that circ for 14 days [Circ]
Item Type	28DAY	Holdable, shareable items that circ for 28 days [Circ]
Item Type	NONCIRC	Non-holdable, non-shareable items that do not circ, or circ with staff override [Circ]
Item Type	SPECIAL	Locally holdable items that cannot be placed on hold or checked out in other libraries, leased items, for sharing groups [Circ]
Item Type	GRABNGO	Hold sheltered items for local browsing [Circ]
Item Type	FLOAT-NB	Holdable, shareable items that change item library at checkin until recall [Circ]
Home Location	STACKS	Holdable, available, visible, general shelving area for most things [Shelving]
Home Location	REFERENCE	Non-holdable, non-available collection that doesn't circulate [Shelving]
Home Location	GRABNGO	Non-holdable, local browsing collection [Shelving]
Home Location	SHAD-STOR	Non-holdable, non-available, non-visible collection
Home Location	MAG-PER	Holdable, available, visible, items for libraries using the Serial Control Module [Shelving]
Item Cat 1	BLU-RAY	[Call number assignment/Statistics]
Item Cat 1	BOARD-BK	[Call number assignment/Statistics]
Item Cat 1	BOOK	[Call number assignment/Statistics]
Item Cat 1	CD	[Call number assignment/Statistics]
Item Cat 1	DVD	[Call number assignment/Statistics]
Item Cat 1	GAME	[Call number assignment/Statistics]
Item Cat 1	GRAPHIC	[Call number assignment/Statistics]
Item Cat 1	LT	[Call number assignment/Statistics]
Item Cat 1	MAGAZINE	[Call number assignment/Statistics]
Item Cat 1	MICROFORM	[Call number assignment/Statistics]
Item Cat 1	MUSIC	[Call number assignment/Statistics]
Item Cat 1	NEWSPAPER	[Call number assignment/Statistics]
Item Cat 1	OVERSIZE	[Call number assignment/Statistics]
Item Cat 1	PAPERBACK	[Call number assignment/Statistics]
Item Cat 2	ADULT	[Call number assignment/Statistics]
Item Cat 2	EASY	[Call number assignment/Statistics]
Item Cat 2	JUVENILE	[Call number assignment/Statistics]
Item Cat 2	YA	[Call number assignment/Statistics]
Item Cat 3	BIOGRAPHY	[Call number assignment/Statistics]
Item Cat 3	FANTASY	[Call number assignment/Statistics]
Item Cat 3	FICTION	[Call number assignment/Statistics]
Item Cat 3	FOREIGN	[Call number assignment/Statistics]
Item Cat 3	HISTFIC	[Call number assignment/Statistics]

Item Cat 3	HOLIDAY	[Call number assignment/Statistics]
Item Cat 3	MONTANA	[Call number assignment/Statistics]
Item Cat 3	MYSTERY	[Call number assignment/Statistics]
Item Cat 3	NON-FICT	[Call number assignment/Statistics]
Item Cat 3	ROMANCE	[Call number assignment/Statistics]
Item Cat 3	SCI-FI	[Call number assignment/Statistics]
Item Cat 3	WESTERN	[Call number assignment/Statistics]
Item Cat 3	ANIMATION	Film [Call number assignment/Statistics]
Item Cat 3	COMEDY	Film [Call number assignment/Statistics]
Item Cat 3	DRAMA	Film [Call number assignment/Statistics]
Item Cat 3	FAMILY	Film [Call number assignment/Statistics]
Item Cat 3	FEATURE	Film [Call number assignment/Statistics]
Item Cat 3	HORROR	Film [Call number assignment/Statistics]
Item Cat 3	SUSPENSE	Film [Call number assignment/Statistics]
Item Cat 3	TVSHOWS	Film [Call number assignment/Statistics]
Item Cat 3	CLASSICAL	Music [Call number assignment/Statistics]
Item Cat 3	FOLK	Music [Call number assignment/Statistics]
Item Cat 3	JAZZ	Music [Call number assignment/Statistics]
Item Cat 3	LATIN	Music [Call number assignment/Statistics]
Item Cat 3	NEWAGE	Music [Call number assignment/Statistics]
Item Cat 3	RAP	Music [Call number assignment/Statistics]
Item Cat 3	RB	Music [Call number assignment/Statistics]
Item Cat 3	RELIGIOUS	Music [Call number assignment/Statistics]
Item Cat 3	ROCK	Music [Call number assignment/Statistics]
Item Cat 3	SOUNDTRACK	Music [Call number assignment/Statistics]
Item Cat 3	WORLD	Music [Call number assignment/Statistics]
Vendor	<i>BAKER&amp;TAYLOR</i>	[Vendor]
Vendor	<i>INGRAM</i>	[Vendor]
Vendor	<i>MWT</i>	[Vendor]
Fund	<i>DONATION</i>	[Funding]
Fund	<i>FOUNDATION</i>	[Funding]
Fund	<i>FRIENDS</i>	[Funding]
Fund	<i>GRANT</i>	[Funding]
Fund	<i>MEMORIAL</i>	[Funding]
Fund	<i>GENERAL</i>	[Funding]

These policies describe those which can be configured in holding codes for pre-processing. Other policies that are considered “local,” and not to be configured with pre-processing may still be used by any libraries conforming to the Policy Decisions.

## Patron Registration Guidelines

Historically, staff have indicated patrons who wished to receive email notices with a capital E in the NOTIFY\_VIA field on the Extended Info tab. Since that field is free-text, it has some issues which require workarounds in notice report creation and allows typos or other things that seem logical, like typing EMAIL, which does not work. Now that we have expanded the user categories, using one for the EMAIL option instead of a free-text field will resolve those issues. Setting User Cat 4 to EMAIL will be easier for staff, make notice reports easier to configure, and have much less room for error.

At this point, User Category 4 only has EMAIL or blank for all other patrons, but if there is some other notice setting that needs to be indicated in the future, it can be expanded. We're working out a schedule to convert libraries that are currently using email notices to User Category 4.

## Compliance Intervention Policy & Procedures

At the Fall Members meeting, the membership approved the CMC's Cataloging Standards Compliance Intervention Policy. In January, MSC system administrators began compiling data to access libraries currently in non-compliance with SCP attachment rules in order to assess which libraries would need training interventions as outlined in the policy. System administrators also began drafting internal procedural documentation to ensure that data sampling for compliance intervention would be the same year over year.

Since the Fall members meeting, this project had taken 8 staff hours. System administrators compiled data from FY2015 to FY2018 and identified libraries with greater than median (12) bibs to items, meaning that for every 100 items added they brought in 12 records from SmartPort. That sounds like a very low number, but when excluding those special, academic and large libraries (Billings, Bozeman, Imaginelf and MSLA that bring in ~50% of all records each year) the majority of libraries fall within range of the 12 ratio. Even the larger libraries have ratios no greater than 39, meaning that even though most of the records originate with the larger libraries their catalogers and bibload reports still found a match already in the system over half of the time.

Only FY2018 and FY2019 data will inform compliance intervention. For FY2018 data there were 4 libraries that were above 20 bibs added for items and 16 with ratios between 15 and 20. Only one of these 4 libraries had a ratio above the large publics. It was 64 bibs to items, meaning that for every 100 items added to the catalog, 64 of them had a new bib record brought in through SmartPort. Other libraries of the size and type of this library tend to fall between ratios of 1 to 13, demonstrating that most other libraries are finding the records that they need without having to use SmartPort.

All other libraries besides these 20 are either exempt or at/below median. The policy states that anyone above median can be flagged for compliance intervention, but only the 4 above 20 will be examined this year. One of the four is likely to be above 20% because of special collections, and two others are likely mis-cataloging equipment. Those libraries with ratios between 15 & 20% will be notified and given an opportunity to clean up duplicate bib records if they so choose. Libraries below 15 will not be considered.

Several libraries have already opened tickets since the Fall meeting requesting lists of duplicates to clean up. Some of these libraries are in the 15-20% group, but most are not. No libraries will be flagged as

non-compliant in FY2019, though the libraries identified as needing intervention and will have a year to comply before they are flagged as non-compliant. These libraries will be notified after the spring meeting by the Executive Board and the MSC director in accordance with the policy. The MSC Trainer will be working with system administrators to provide proper cataloging training documents for libraries identified as needing intervention, in accordance with the policy.

The bibliographic standards non-compliance part of the policy cannot be enforced until after the reclamation. System administrators will begin constructing reports to assess record standards compliance in mid FY2020.

MSC admin is committed to preserving the anonymity of libraries needing intervention. Any MSC library wishing to know where they fall can open a help desk ticket and request guidance on attachment rules non-compliance whether or not they have been identified as needing intervention.

The CMC will be encouraged to know that in FY2015 there were 8 libraries above the 20 mark and the number has decreased each year since the winter webinars. In terms of attachment rules compliance the training that this group helped deliver to the members has made a measurable difference.